

Method of Transmission: BY FACSIMILE

CASE DOCKET NO. P3253C1

In reference to application of Yuri Shtivelman et al.

Serial No. 09/903,022

For Apparatus and Methods Enhancing Call Routing to and Within Call Centers

Sir:

Transmitted herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.312.

- ☒ No additional fee is required.
☐ Applicant claims Small entity status under 37 CFR 1.27.
☐ The fee has been calculated as shown below.

***** CLAIMS AS AMENDED *****							
(1)	(2) Claims Remaining After Amendment	(3)	(4) Highest No. Paid For Previously	(5) Present Extra	(6) Rate Small Entity	(7) Rate Large Entity	(8) Additional Fee
Total Claims	8	Minus	** 20	0	\$ 9	\$ 18	\$ 0.00
Indep Claims	2	Minus	*** 3	0	\$ 42	\$ 84	\$ 0.00
<input type="checkbox"/> First presentation of a multiple dependent claim					\$ 0	\$ 0	\$ 0.00
<input type="checkbox"/> Terminal Disclaimer Fees							\$ 0.00
Extension Fee	<input type="checkbox"/> 1st Month		<input type="checkbox"/> 2nd Month		<input type="checkbox"/> 3rd Month		\$ 0.00
Total additional for claims, time extensions and disclaimer fees							\$ 0.00

** If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space.

*** If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

**** Multiple dependencies, if any, included in the above calculation.

* If the entry in column 2 is less than the entry in column 4, write "0" in column 5.

☐ A check in the amount of 0.00 is attached.☐ Charge \$ 0.00 to deposit account 50-0534 . (A duplicate of this sheet is enclosed)☒ Please charge any additional fees or credit overpayment to Deposit Account 50-0534 . A duplicate of this sheet is enclosed.

Respectfully Submitted,



Donald R. Boys
Reg. No. 35074

Donald R. Boys
Central Coast Patent Agency, Inc.
P.O. Box 187
Aromas, CA 95004
(831) 726-1457

10-27-03

PTO/SB/97 (12-97)
Approved for use through 9/30/00. OMB 0861-0031
Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

In re: Yuri Shivelman et al.
Case: P3253C1 Application No.: 09/903,022 Filing date: 07/10/2001
Art Unit: 2665 Examiner: Steven H.D. Nguyen
Subject: Apparatus and Methods Enhancing Call Routing to and Within Call Centers

Certificate of Transmission under 37 CFR 1.8

Attention: Steven H.D. Nguyen, Examiner

Fax No.: (703) 872-9314

I hereby certify that this correspondence is being facsimile transmitted to the
Patent and Trademark Office

on 10/22/2003

Date



Signature

Lynda Schwalenberg

Typed or printed name of person signing Certificate

RECEIVED
CENTRAL FAX CENTER
OCT 22 2003

OFFICIAL

Note: Each paper must have its own certificate of transmission, or this certificate must identify
each submitted paper.

Total Sheets Transmitted - 7

1. Preliminary Amendment - 4 sheets
2. Amendment Transmittal Form - 1 sheet
3. Duplicate Amendment Transmittal Form - 1 sheet
4. Certificate of Transmission - 1 sheet

Please call me at (831) 726-1457 if you have any questions.

Burden Hour Statement: This form is estimated to take 0.03 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2665

Examiner Steven H.D. Nguyen

In Re: Yuri Shtivelman et al.
Case: P3253C1
Serial No.: 09/903,022
Filed: 07/10/2001
Subject: Apparatus and Methods Enhancing Call Routing to and Within
Call Centers

To the Commissioner of Patents and Trademarks
Washington, D.C. 20231

Dear Sir,

RECEIVED
CENTRAL FAX CENTER
OCT 22 2003

OFFICIAL**Preliminary Amendment**